

## What Others Say About ARIA

***"The ARIA process works at many levels. It is a wonderful metaphor for the phases of constructive conflict resolution that has applications in so many fields. It captures how creative conflict resolution is like a beautiful song when expertly executed. In all its forms, I have incorporated ARIA into my teaching and practice."***

- Deborah Kolb, Ph.D. Senior Fellow and Former Executive Director, Program on Negotiation at Harvard Law School

***"I have used the ARIA process all over the world, as both a training and intervention tool, with groups locked in identity-based conflict. It is the best approach I know for helping people turn deep conflicts into opportunities for learning and change."***

- Dr. Edy Kaufman, Executive Director, The Truman Institute for the Advancement of International Peace, The Hebrew University of Jerusalem

***"Our work with the ARIA group over the past year has been a great investment in our well-being and future as a health-care provider. Starting with a board retreat, the ARIA Group has expertly guided our organization to engage conflict as an opportunity for learning and growth. It has been an invaluable management training experience and we are now implementing a comprehensive, sustainable ARIA Conflict Engagement System throughout our organization."*** - Michael Stephens, President and Executive Director, Med-Health Systems, Xenia, Ohio

***"Action Evaluation [C3] has helped us develop an organizational structure that puts our goals at the center. Our organizational structure, reporting format and committees grew out of the goals we developed. As we continue to develop and adjust our structure, the process we learned in Action Evaluation [C3] helps us to continue to do so in a thoughtful and reflective manner."*** - Janet Mueller, Coordinator, Yellow Springs Village Mediation Center

***"This method has been crucial to our distinctive second-track diplomacy successes. It has helped us chart our goals and plans as we go along, kept us on track, pushed us to keep our promises to each other, and signaled us to switch gears when necessary. Action Evaluation [C3] is more than an effective process to articulate goals and gather data systematizing that is normally done in the design and implementation of conflict resolution processes. Action Evaluation process and content enable participants to recognize the motivations, values and interests necessary to negotiate consensus on shared goals so as to promote reflexive evaluation among key stakeholders as they move forward. This methodology will be a vital tool for team building and conflict resolution in developing real coordination among projects involved in the Georgia-Abkhazia peace process."*** - Paula Garb, Director, Georgia-Abkhazia Project